

USAREUR Regulation 750-10

Maintenance of Supplies and Equipment

USAREUR Base Operations Maintenance Policy

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For the Commander:

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Summary. This regulation provides guidance on requesting maintenance support from the Base Operations (BASOPS) Maintenance Center (BMC) and the customer service teams (CSTs) in the 22d and 80th Area Support Groups (ASGs).

Applicability. This regulation applies to organizations that use the BMC or the CSTs in the 22d and 80th ASGs.

Supplementation. Commanders will not supplement this regulation without CG, USAREUR/7A (AEAGD-TS), approval.

Suggestions Improvements. The proponent of this regulation is the Office of the Deputy Chief of Staff, Logistics, HQ USAREUR/7A (AEAGD-TS, 370-6915). Users may suggest improvements to this regulation by sending a DA Form 2028 (Recommended Changes to Publications and Blank Forms) to the Commander, USAREUR/7A, ATTN: AEAGD-TS, Unit 29351, APO AE 09014.

Distribution. This regulation is available only in electronic format.

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1. PURPOSE

This regulation establishes the policy and procedures for the Base Operations (BASOPS) Maintenance Center (BMC) for maintenance support of nontactical installation operating equipment. This regulation does not include maintenance support for the nontactical wheeled-vehicle fleet supported by the Interagency Fleet Management System (IFMS).

2. REFERENCES

- a. AR 710-2, Inventory Management Supply Policy Below the Wholesale Level.
- b. AR 750-1 and USAREUR Supplement 1, Army Materiel Maintenance Policy and Retail Maintenance Operations.
- c. DA Pamphlet 710-2-1, Using Unit Supply System (Manual Procedures).
- d. DA Pamphlet 710-2-2, Supply Support Activity Supply System: Manual Procedures.
- e. DA Pamphlet 738-750, Functional Users Manual for The Army Maintenance Management System (TAMMS).

3. EXPLANATION OF ABBREVIATIONS AND TERMS

The electronic glossary defines abbreviations.

4. RESPONSIBILITIES

- a. The Deputy Chief of Staff, Logistics (DCSLOG)(AEAGD-TS), USAREUR, will--

- (1) Approve, when appropriate, requests for waivers to the maintenance expenditure limit (MEL) for equipment listed on the installation property book (IPB).

- (2) Approve the retention of critical, nonstandard-commercial items as float in the BMC activity.

- (3) Publish changes to this regulation.

- b. The Deputy Chief of Staff, Engineer (DCSENGR) (AEAEN-PW), USAREUR, will approve, when appropriate, requests for waiver to exceed MEL for furniture and furnishings in Army family housing (AFH), unaccompanied personnel housing (UPH), and general/flag officers quarters and installation commanders quarters (GFOQ/ICQ). Approval for MEL-waiver requests for special-purpose vehicles and equipment used by the directorates of public works (DPWs) in each area support group (ASG) will be done in coordination with the Office of the Deputy Chief of Staff, Logistics (ODCSLOG), HQ USAREUR/7A.

- c. The Commander, 21st Theater Support Command (Provisional) (21st TSC (Prov)), will--

- (1) Establish and operate the BMC in accordance with this regulation.

- (2) Establish customer-service teams (CSTs) at designated locations.

- (3) Establish and publish hourly maintenance rates annually.

- (4) Establish and determine charges for contract management.

- d. The Director, BMC, will--

- (1) Operate two furniture, furnishings, and equipment maintenance activities (FFEMAs) (one in Mannheim-Friedrichsfeld and one in Würzburg).

- (2) Publish an external standing operating procedure (SOP) for its customers (g below).

NOTE: For the purpose of this regulation, customers are units and organizations that use equipment accounted for on a BSB IPB or as common table of allowances (CTA) post, camp, and station property. Units or organizations that submit DD Form 448 (Military Interdepartmental Purchase Request) (MIPR) to the BMC also become customers once the BMC accepts the MIPR.

(3) Ensure that repairs are within the MEL for all commodities as published in technical bulletins or approved waivers.

(4) Establish and centrally manage all maintenance-support contracts for supported equipment according to the Federal Acquisition Regulation and the policy established by the Head of Contracting Activity, USAREUR.

(5) Be responsible for reimbursable billings, repair-parts stock, and cost and workload accounting.

(6) Decide when to dispatch a contact maintenance team (CMT) to a customer site to repair a major end-item, to evacuate the item to the BMC, or to initiate support by a contractor.

(7) Operate USAREUR privately owned vehicle (POV) inspection stations.

(8) Operate the CSTs listed in table 1.

(9) Exercise approval authority equal to that of a base support battalion (BSB) commander to sign DA Form 3953 (Purchase Request and Commitment).

e. ASG maintenance managers will--

(1) Identify the ASG nontactical-maintenance requirements and coordinate a maintenance-support plan with the Director, BMC.

(2) Review maintenance plans and requirements as necessary, but at least once a year.

(3) Study and analyze specific maintenance problems in the ASG and recommend changes to the existing maintenance-support plan.

(4) Act as the main adviser to ASG directorates of logistics (DOLs) and ASG commanders for all maintenance issues.

(5) Serve as the primary POC between the BMC and the maintenance customers within the geographic area of the ASG.

(6) Advise customers in the ASG about maintenance policy and procedures.

(7) Attend maintenance conferences at the BMC.

(8) In coordination with the BSB DOL, help the BMC resolve disputes with customers at CSTs. This includes disputes concerning POV inspections.

(9) Help customers establish their maintenance accounts with the BMC.

(10) Serve as the primary POC for their ASG on all matters relating to the policy in this regulation.

f. ASG commanders will evaluate BMC performance and report any inadequacies to the Director, BMC.

g. Customers will--

(1) Establish and coordinate their account with the BMC.

(2) Provide a one-time initial-density listing by serial number of special-purpose vehicles and equipment, communications and electronics (COMMELE) equipment, and office appliances in the format prescribed by the BMC external SOP. Lists will be updated as changes occur.

(3) Follow the procedures established by this policy.

h. Each BSB IPB and units and organizations submitting a MIPR to the BMC on first-time acceptance of a MIPR will establish maintenance accounts.

5. GENERAL

The following policy and procedures apply to USAREUR and non-USAREUR units and activities requesting maintenance support for nontactical equipment from the BMC and the CSTs in the 22d and the 80th ASGs.

a. The BMC will be direct-funded to support nontactical equipment on the IPB maintained by the BSB. All other work will be done on a reimbursable basis except as indicated in c(2) below.

b. Equipment not listed on a BSB IPB (for example, equipment from nonappropriated-fund activities, tactical tables of organization and equipment units, or non-USAREUR units) may be repaired on a reimbursable basis within the capability of the repair facility. These customers must provide a MIPR to the BMC before work starts. ASGs will ensure that interservice support agreements are developed and concluded as appropriate.

c. Endstrengths, workyears, operational dollars, and facilities for the BMC and CSTs are programmed and justified to support only installation-nontactical property and equipment to include--

(1) Common support to tenants according to U.S. Army Base Support Reimbursement Policy.

(2) Memorandum of agreement (MOA)-chartered, nonreimbursable customers such as 5th Signal Command and 2d Region Criminal Investigative Division.

d. Repair of vehicles involved in accidents is not "common support" as defined in the U.S. Army Base Support Reimbursement Policy. Accordingly, tenant units and activities will reimburse the BMC for accident repairs made to nontactical vehicles that are not part of the IFMS and that are not maintained on the BSB IPB.

e. Resources are not provided to support maintenance of tactical equipment. The CSTs in 22d and 80th ASGs may perform work on tactical equipment on a reimbursable basis. The BMC may perform tactical repair-program maintenance as assigned by the, General Support Center, Europe (under 21st TSC).

f. The BMC is not staffed or funded to provide for installation or removal of equipment on IFMS vehicles (for example, light bars, radios). The BMC is also not staffed or funded to provide installation, removal, modification, assembly, or disassembly of any equipment.

g. Repair priorities will be set according to the priority designator shown on DA Form 2407 (Maintenance Request). The priority designator will be based on the urgency of need and the force-activity designator prescribed by AR 710-2.

h. Repair standards for vehicles and equipment will be as cost-effective as possible without compromising customer service support.

(1) All vehicles and equipment will be repaired to a safe and serviceable standard as set forth in U.S. Army technical manuals for comparable vehicles or equipment.

(2) The average turnaround time for repairing high-priority equipment will not exceed 5 workdays; other repairs will not exceed 20 workdays. Emergency repairs will be made the same day. Off-season equipment (for example, lawnmowers and snow-removal equipment) will be repaired before a season starts if submitted for repair at least 4 months before the season starts.

i. All non-BASOPS activities requiring support from the BMC will coordinate required support with the BMC.

j. The BMC is authorized to establish automated forms to reduce administrative work and provide the customer with a responsive and efficient support operation.

6. COMMODITY-REPAIR PROCEDURES

a. Furniture and Furnishings.

(1) The FFEMA will repair office furniture listed on the BSB IPB on a nonreimbursable basis if cost effective. AFH and UPH furniture and furnishings, including GFOQ/ICQ furniture, will be repaired on a reimbursable basis.

(2) The engineer support center (ESC) will provide the Director, BMC, an annual repair-requirements schedule for AFH and UPH items by 15 July for the following fiscal year. Any subsequent changes throughout the year will also be confirmed in writing. The Director, BMC, will provide an outline for the furniture-repair program, including costs, to the ESC by 15 September for the following fiscal year. The ESC will provide a MIPR for the entire program to the Director, BMC, by 1 December of the current fiscal year.

(3) The customer is responsible for necessary transportation of their items to and from the FFEMA. The customer will coordinate onsite classification and all turn-in dates with the FFEMA POCs. Requests for furniture repairs under the GFOQ/ICQ programs will be coordinated with the Central Furnishings Management Office, DPW, 26th ASG.

(4) The standard is for items to be repaired to a serviceable condition within 20 days. For the ESC, upholstered furniture sets and mattresses and box springs will be available through direct exchange. The ESC will provide the BMC the appropriate number of unserviceable items for that purpose.

(5) The BMC is authorized to stock a 360-day supply of repair material to support the FFEMA-repair mission.

(6) The BMC is direct-funded to repair items listed on the BSB IPB. The repair of AFH and UPH furniture is all reimbursable (manpower and dollars). The ESC will reimburse the BMC for all services provided.

(7) When repair estimates exceed the MEL, the BMC will inform the customer that a waiver to the policy is required or advise the customer to get further disposition instructions. Customers who request a waiver to the MEL will have 30 days to present the approved waiver to the BMC or the item will be returned to the customer. If a waiver to the MEL is approved, the customer will reimburse the BMC the difference between the MEL and the actual repair cost. Either the DCSLOG or the DCSSENGR, or both, can provide general waiver for certain categories of equipment (paras 4a and b).

b. Special-Purpose Vehicles and Equipment.

(1) Special-purpose vehicles and equipment listed on the BSB IPB will be repaired on a nonreimbursable basis. Commercial forklifts and steamcleaners carried on other property books (tactical or unit property books) may be supported on a reimbursable basis within existing capacities of the maintenance facility. (See para 5b for equipment not listed on the BSB IPB.)

(2) Maintenance requests will be processed as follows:

(a) The transportation motor pool or DPW will submit maintenance requests to the appropriate CST with the equipment. The CST will inspect equipment on site, if necessary, to determine further maintenance actions. Transportation to the CST site is a customer responsibility. The BMC has the responsibility for further evacuation.

(b) All other customers (for example, tactical units for forklifts, brake testers, and steam cleaners; and units with nontactical vehicles that are not part of the IFMS) will call the Customer Service Office at the BMC (table 1). The BMC will prepare a workorder based on customer information and data available in its equipment-density databank, assign a workorder number, and let the customer know about the workorder number and mode of support. The BMC may provide support by dispatching a CMT or a contractor, or requesting that the customer take the equipment to the nearest CST.

(c) The objective is to have at least 90 percent of the items repaired on site (either at the customer's or at the CST). ASG maintenance managers will monitor onsite repairs and report any inadequacies to the ASG commander.

(d) When equipment is turned in to the CST with a maintenance request, the CST will annotate receipt and provide a copy to the customer. If a maintenance request is faxed to the BMC, equipment may be turned in to the CST using the same maintenance request.

(3) The average turnaround time for maintenance on high-priority equipment will not exceed 5 workdays; other maintenance will not exceed 20 workdays. The standard to repair critical items submitted on a high-priority-maintenance request will be to repair on site (either at the customer's or at the CST).

(4) When repair estimates exceed the MEL, the BMC will inform the customer that a waiver to the policy is required or advise the customer to get further disposition instructions. Customers who request a waiver to the MEL will present the approved waiver to the BMC or the item will be returned to the customer.

(5) The authorized shop stockage list (ASSL) at the BMC will be established according to AR 710-2. The Director, BMC, will determine stockage and retention of repair parts that support nonstandard commercial or peculiar equipment. The BMC is authorized to cannibalize selected parts from uneconomically-reparable, commercial-nonstandard equipment and keep the parts for future use. The BMC will be authorized to retain excess critical commercial-nonstandard items as float, ODCSLOG (AEAGD-TS) approves. The Director, BMC, is the approving authority for the stockage list.

(6) Equipment modifications will be approved by ODCSLOG or by the Office of the Deputy Chief of Staff, Engineer, HQ USAREUR/7A, and funded by the customer before submitting the maintenance request to the BMC.

(7) Motor pools are responsible for recovering special-purpose vehicles.

c. COMMEL Equipment.

(1) COMMEL equipment listed on the BSB IPB will be repaired on a nonreimbursable basis. COMMEL items listed on the Training and Audio Visual Support Center, Europe, property-book records will be repaired on a reimbursable basis. (See paragraph 5b for equipment not listed on the BSB IPB.)

(2) Customers will request maintenance support by calling the Customer Service Office (table 1) at the BMC. The BMC will prepare a workorder based on customer information and data available in its equipment-density databank, assign a workorder number, and let the customer know about the workorder number and mode of support. The BMC may provide support by dispatching a CMT or a contractor, or requesting that the customer take the equipment to the nearest CST.

(3) The average turnaround time for maintenance on high-priority equipment will not exceed 5 workdays; other maintenance will not exceed 20 workdays. The standard for repairing critical items submitted on a high-priority-maintenance request will be to repair the equipment on site (either at the customer's or at the CST).

(4) When repair estimates exceed the MEL, the BMC will inform the customer that a waiver to the policy is required or advise the customer to get further disposition instructions. Customers who request a waiver to the MEL will present the approved waiver to the BMC or the item will be returned to the customer.

(5) The ASSL at the BMC will be established according to AR 710-2. The Director, BMC, will determine stockage and retention of repair parts that support nonstandard commercial or peculiar equipment. The BMC is authorized to cannibalize selected parts from uneconomically critical-reparable nonstandard-commercial equipment and keep the parts for future use.

d. Office Appliances.

(1) Office appliances listed on the BSB IPB will be repaired on a nonreimbursable basis. (See paragraph 5b for equipment not listed on the IPB.)

(2) Customers will request maintenance support by calling the Customer Service Office (table 1) at the BMC. The BMC will prepare a workorder based on customer information and data available in its equipment-density databank, assign a workorder number, and let the customer know about the workorder number and mode of support. The BMC may provide support by dispatching a CMT or a contractor, or requesting that the customer take the equipment to the nearest CST.

(3) The average turnaround time for maintenance on high-priority equipment will not exceed 5 workdays; other maintenance will not exceed 20 workdays. The standard to repair critical items submitted on a high-priority-maintenance request (for example, secure fax machine) will be to repair the equipment on site (either at the customer's or at the CST).

(4) When repair estimates exceed the MEL, the BMC will inform the customer that a waiver to the policy is required or advise the customer to get further disposition instructions. Customers who request a waiver to the MEL will present the approved waiver to the BMC or the item will be returned to the customer.

7. POV INSPECTIONS

a. POV inspections will be conducted for authorized personnel in Germany according to USAREUR Regulation 190-1. CSTs will conduct the inspections at USAREUR sites; USAFE personnel will conduct inspections at sites operated by USAFE. POV inspections in Italy will be conducted according to U.S. Naval Support Activity, Naples, instructions.

b. USAREUR POV inspection stations are listed in table 2.

c. The standard is that the customer's average waiting time, including the inspection, will not exceed 35 minutes.

8. EXCEPTIONS TO COMMODITY REPAIR PROCEDURES

a. The CSTs located at the 22d ASG (Vicenza and Livorno) and at the 80th ASG (Chièvres and Schinnen) are not part of the BMC, because of their unique mission and organizational structure. The 22d and 80th ASGs will--

(1) Document their manpower spaces on the table of distribution and allowances.

(2) Be direct-funded for their share of the BASOPS "C" account baseline; these funds are used to support the nontactical installation operating equipment that is listed on the IPB and maintained by the BSB.

(3) Maintain quarterly records on manpower use, cost, and production.

(4) Ensure their DOL maintenance managers publish maintenance support procedures for their customers.

(5) Comply with the other provisions of this policy.

NOTE: The Vicenza CST in the 22d ASG is integrated into the installation materiel maintenance activity of the 22d ASG.

c. Customers in the 22d and 80th ASG geographic areas will contact their local CST for all maintenance issues; they will not contact the BMC at Würzburg.

d. The Joint Materiel Maintenance Activity operations in the 100th ASG will be managed by BMC. The BMC CSTs will be collocated with the 100th ASG mechanical maintenance personnel whose mission it is to maintain the large volume of commercial mission equipment used for range-maintenance functions. The objective of this joint responsibility is to avoid the inefficiencies created by operating under two maintenance structures while retaining the ability to track BMC costs and manpower data separately.

Table 1
Locations of the BMC Customer-Service Office and Customer-Service Teams
BASOPS Maintenance Center (BMC)
Leighton Barracks Würzburg, Building # 49A Unit 26622, APO AE 09244 Customer-Service Office: DSN 350-7225, fax 350-7135
BMC Customer-Service Teams*
6th ASG Area 6th ASG, Stuttgart AST, Garmisch
26th ASG Area Furniture, Furnishings, and Equipment Maintenance Activity (FFEMA), Mannheim- Friedrichsfeld 233d BSB, Darmstadt 293d BSB, Mannheim 411th BSB, Heidelberg 415th BSB, Kaiserslautern
98th ASG Area FFEMA Würzburg, Faulenberg Kaserne 235th BSB, Ansbach 279th BSB, Bamberg 280th BSB, Schweinfurt 417th BSB, Kitzingen
100th ASG Area 282d BSB, Hohenfels 409th BSB, Vilseck JMMA Grafenwöhr
104th ASG Area 221st BSB, Wiesbaden 222d BSB, Baumholder 284th BSB, Giessen 410th BSB, Bad Kreuznach 414th BSB, Hanau
Non-BMC Customer-Service Teams
22d ASG Area 22d ASG, Vicenza AST, Livorno
80th ASG Area 80th ASG, Chièvres 254th BSB, Schinnen
NOTE: The electronic glossary defines abbreviations used in this table.
*The exact location of CSTs (for example, casern, building number, POC, telephone number, fax number) is published in the BMC external SOP.

Table 2		
POV Inspection Stations in USAREUR*		
Inspection Stations	Location	Building Number
6th ASG Area		
6th ASG, Stuttgart	Panzer Kaserne	2930
AST, Garmisch	Artillery Kaserne	202
22d ASG Area		
22d ASG, Vicenza	Ederle Casern	207
AST, Livorno	Camp Darby	703
26th ASG Area		
293d BSB, Mannheim	Taylor Barracks	348
411th BSB, Heidelberg	Patton Barracks	3854
80th ASG Area		
80th ASG, Chièvres	Inspections conducted by host country	
254th BSB, Schinnen	Inspections conducted by host country	
98th ASG Area		
98th ASG, Würzburg	Leighton Barracks	T53
235th BSB, Ansbach	Barton Barracks	5261
279th BSB, Bamberg	Warner Barracks	7102
280th BSB, Schweinfurt	Conn Barracks	63
417th BSB, Kitzingen	Harvey Barracks	134
AST, Illesheim	Storck Barracks	5541
100th ASG Area		
100th ASG, Grafenwöhr	Grafenwöhr Training Area	301
282d BSB, Hohenfels	Hohenfels Training Area	9
409th BSB, Vilseck	Rose Barracks	352
104th ASG Area		
221st BSB, Wiesbaden	Mainz Kastell Housing	7415
222d BSB, Baumholder	Smith Barracks	8721
233d BSB, Darmstadt	Cambrai Fritsch Kaserne	4010
284th BSB, Giessen	Giessen Depot	37
410th BSB, Bad Kreuznach	Marshall Kaserne	5536
414th BSB, Hanau	Pioneer Kaserne	48
AST, Babenhausen	Babenhausen Kaserne	4601
AST, Friedberg	Ray Barracks	3620
USAFE Area		
52d Fighter Wing (USAFE)	Spangdahlem Airbase	219
86th Trans SQ (USAFE)	Ramstein Airbase	1202
86th Trans SQ (USAFE)	Kapaun Air Station	2807
469th Air Base SQ (USAFE)	Rhein Main Airbase	311
NOTE: The electronic glossary defines abbreviations used in this table.		
*Additional information (for example, POC, telephone number) is published in the BMC external SOP.		

GLOSSARY

21st TSC (Prov)	21st Theater Support Command (Provisional)
AFH	Army family housing
ASG	area support group
AASL	authorized shop stockage list
AST	area support team
BASOPS	base operations
BMC	BASOPS Maintenance Center
BSB	base support battalion
CG, USAREUR/7A	Commanding General, United States Army, Europe, and Seventh Army
CMT	contact maintenance team
COMMEL	communications and electronics
CST	customer service team
CTA	common table of allowances
DCSENGR	Deputy Chief of Staff, Engineers, USAREUR
DCSLOG	Deputy Chief of Staff, Logistics, USAREUR
DOL	directorate of logistics
DPW	directorate of public works
ESC	engineer support center
FFEMA	furniture, furnishings, and equipment maintenance activities
GFOQ/ICQ	general/flag officers quarters and installation commanders quarters
HQ USAREUR/7A	Headquarters United States Army , Europe, and Seventh Army
IFMS	Interagency Fleet Management System
IPB	installation property book
JMMA	Joint Materiel Maintenance Activity
MEL	maintenance expenditure limit
MIPR	DD Form 448 (Military Interdepartmental Purchase Request)
MOA	memorandum of agreement
ODCSLOG	Office of the Deputy Chief of Staff, Logistics, HQ USAREUR/7A
POC	point of contact
POV	privately owned vehicle
SOP	standing operating procedure
SQ	squadron
Trans	transportation
UPH	unaccompanied personnel housing
USAFE	United States Air Forces in Europe
USAREUR	United States Army, Europe